

There are several reasons to claim depository publications, including:

- An item was not received.
- An item was damaged.
- An item is missing pages or is otherwise misprinted.

Depository libraries that did not receive publications, or that received damaged publications, and that they should have per their item selection profile should promptly claim missing publications. There is a 60-day claiming period within which claims must be made. Individual publications as well as entire shipments may be claimed.

To help fill missing claims, libraries should identify the appropriate location to submit the claim, as well as identify any circumstances which might have prevented the publication from being distributed in the first place.

If your library is missing publications that cannot be claimed, or has claims that cannot be filled, consult the [N&O list](#) for extra copies from the depository community.

### **Paper, Electronic and Separates claims:**

Claims for publications on paper, electronic, and separates shipping lists should be made to GPO. First examine the shipping list to identify any potential notes that apply to the missing publication. If a percent or "%" symbol appears next to the item number, the publication was shipped short by the agency and GPO will not be able to fulfill your claim. Sometimes a note is inserted in the title field to indicate that the publication was shipped short by the agency, however GPO has managed to secure copies for libraries selecting the appropriate item number. Please do not claim these publications as they may be shipped in another distribution box at a later time.

Claims must be made within 60 days. To help libraries identify what shipping lists may no longer have claims made on them, Distribution has created an [Expired Shipping Lists](#) page.

## Claims

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To help libraries identify what publications were shipped to GPO short by agencies, Distribution has created the [Claims Copies Exhausted](#) page. Publications appearing on this page may not be claimed.

After libraries have checked the above resources, and finding their missing publication was not listed in them, the library should submit a [Web Claim Form](#) submission. Alternatively, libraries may fill out the bottom of the shipping list and fax it into GPO per the instructions on the shipping list. An entire shipment may be claimed using this form.

To help GPO fill your claim promptly and accurately, please:

1. Provide your Depository library number on all claims (including faxed claims).
  - Your claim will be delayed if we have to research your identity.
  - Claim as soon as possible. Only a small number of claims copies are available, and prompt claiming will improve your chances of receiving the material.
  - Identify the specific titles you are claiming, and include SuDocs numbers. If your selection profile includes only 2 items out of 10 on a list, claim those 2 individually.
  - Only claim an entire shipping list if your selection profile includes every item on that list.

For more details, see the sections on claiming in the Federal Depository Library Handbook:

- [Chapter 5 – Depository Collections](#) , Claiming Depository Publications
- [Chapter 6 – Technical Services](#) , Claiming Missing Publications in Depository Shipments

### Microfiche and USGS claims:

Because microfiche and USGS maps are mailed directly from contractors, publications or shipments needing claiming should be made through the contractor. These materials cannot be claimed through the [Web Claim Form](#) . The claim period for these publications is 60 days from the date of the shipping list. Microfiche claims are filled out directly on the shipping list and must be faxed to:

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<b>Data Management Internationale, Inc.</b>
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55 Lukens Drive
New Castle, DE 19720
Contact: Mr. Dave Gilligan
Phone: 302-656-1151
Fax: 302-656-1169

<b>National Archive Publishing Company</b>
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1909 Old Mansfield Road
Wooster, OH 44691
Phone: 330-263-9942 ex: 4056
Fax: 330-263-9932

## Exceptions to microfiche claiming

If you are claiming microfiche versions of the Federal Register or the Congressional Record, claim these items using the [Web Claim Form](#) and be sure to indicate in the notes field that you are claiming the microfiche version. These publications are shipped out by GPO and hence GPO handles the claims for them.